

Refueling in Rough Seas



Your Guide to Resiliency Resources for Sailors and Navy Families

This resource guide is provided by:

Naval Service Training Command



Pictured: An underway replenishment with the military sealift command fleet replenishment oiler USNS PATUXENT (T-AO 201) aboard the aircraft carrier USS Dwight D. Eisenhower (CVN 69). (U.S. Navy photo by Mass Communication Specialist 1st Class Jeff McDowell/Released)

We're so glad to have your sailor in the Navy. I have served in the Navy for more than 30 years and I know this life is rewarding but also challenging for sailors and families alike. Each move, each deployment, each stressful day at work impacts a sailor's family...but not necessarily in a negative way.

I encourage you to see the challenges you and your sailor may face as means of growing stronger—as individuals, in your relationship, and as an extended family. Your best support in this process will be other Navy families and the support resources the Navy offers at each duty station. I know that you and your sailor already have the resiliency to make it through basic training. Now, together, you will need to build upon that foundation as you embark on your Navy journey.

Thank you for supporting your sailor through his or her training and for your service as a Navy family.



Rear Admiral Dee L. Mewbourne

Commander, Naval Training Service Command

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The Components of Resiliency

The Naval Center for Combat and Operational Stress Control uses a measurement called the Response to Stressful Experiences Scale (RSES) to explain resilience. The authors of the RSES have identified six factors that are key to a person's resilience—the ability to withstand and bounce back from adversity.

Positive Outlook—Belief that things will get better

- How can I grow from this challenging situation?
- Can I identify some humor in this situation?
- How will I handle a situation like this in the future?

Spirituality—Connection to something bigger than yourself

- What can I be grateful for even during this situation?
- Can I find relief through prayer or reading sacred texts?
- Who are the people who will support me in this situation?

Active Coping—Taking action towards resolution

- Have I accessed all my resources and explored all my options in dealing with this situation?
- Can I break a large situation into smaller, more manageable pieces to resolve it little by little?
- Am I letting fear keep me from responding to this situation?

Self-Confidence—Believing in your own ability to respond

- Have I successfully responded to challenging situations in the past? What skills or resources did I use?
- What skills or resources have I used in the past that apply to this situation as well?

Learning & Making Meaning—Seeing challenge as a teacher

- What can I learn from this challenging situation?
- How does this situation fit into a larger picture of my life, my family, or my career?
- How can I help others when they're in a situation like this in this future?

Acceptance of Limits—Remembering you're only human

- Am I dealing with a situation without a solution?
- Can I change my definition of success if the situation seems “unwinnable”?
- How would I expect someone else to deal with this situation? Do I hold myself to the same reasonable standards?

Military OneSource

1-800-342-9647

En español llame al: 1-877-888-0727

www.militaryonesource.mil



Military OneSource, as its name implies, is a one-stop provider of information on a wide range of topics related to military service.

Military OneSource has masters-level consultants available 24/7, by telephone and email, to provide you with practical suggestions and support for issues that nearly everyone faces-like locating resources for a child with special needs, handling a move, or nurturing a relationship with a deployed spouse.

Why contact Military OneSource?

- to access support and resources for:
 - non-medical counseling
 - financial services
 - Spouse Education and Career Opportunities (SECO)
 - health and wellness coaching

Who can access Military OneSource?

- Sailors and family members, accessing some resources requires an account to be created on the website

Who can Military OneSource support?

- Sailors and family members

Navy 311

1-855-NAVY-311

(1-855-628-9311)

www.navy311.navy.mil



Navy 311 is the Navy’s helpdesk. They provide “One Call Answers All” support for any non-tactical, non-emergency request for assistance. Navy 311 is available around-the-clock every day of the year. The Navy 311 website contains links to many different sites and departments.

Why contact Navy 311?

- to determine what office or program can best meet your needs
- to contact a local chaplain or medical provider
- to find information on housing, training, or other personnel issues

Who can access Navy 311?

- Sailors can access all resources, family members can access many resources from this helpdesk

Who can Navy 311 support?

- Sailors and family members

Naval Services FamilyLine

1-877-673-7773

www.nsfamilyline.org



Naval Services FamilyLine is an all-volunteer, non-profit organization dedicated to serving naval spouses across the country and the world. Their network of experienced, trained volunteer spouses allows them to mentor, consult, and guide families in the Navy, Marine Corps, and Coast Guard.

FamilyLine, formerly known as the Navy Wifeline Association, was established in 1965 by a group of Navy wives who wanted to form a channel of communication for all Navy Spouses. The aim was to provide a welcome and introduction to Navy life and to increase the spouses' understanding of the Navy's mission.

Why contact Naval Services Family Line?

- to access spouse support programs
- to download or order their publications:
 - “Sea Legs: A Handbook for Navy Life and Services”
 - “Social Customs and Traditions”
 - “Guidelines for Navy Family Emergency Preparedness”

Who can access Naval Services Family Line?

- Sailors and family members

Who can Naval Services Family Line support?

- Sailors and family members, although their focus is on spouses

Chaplain Care

1-855-NAVY-311 (855-628-9311)

www.chaplaincare.navy.mil



Navy Chaplains provide confidential spiritual and emotional support for all Sailors regardless of their religion. While Navy Chaplains are not providers of long-term psychological care, they can be a good starting point for a Sailor or family member who is in need of those services. If you live on or near a Navy installation, there is likely a Chaplain available to help you through the difficult situation you're facing.

Why contact Chaplain Care?

- to locate a Navy Chaplain nearest you
- to request a Navy Chaplain contact you or your sailor
- to connect with other Navy resources

Who can access Chaplain Care?

- Sailors, family members

Who can Chaplain Care support?

- Sailors, family members

Fleet and Family Support Programs

www.cnic.navy.mil/ffr/family_readiness.html

Fleet and Family Support Programs (FFSP) support individual and family readiness through a full array of programs and resources which help Navy families to be resilient, well-informed and adaptable to the Navy environment. Most Navy bases have a Fleet and Family Support Center through which the FFSP can be accessed.

Why contact Fleet and Family Support Programs?

- Deployment support for Sailors and their families
- Personal and family Wellness Education and counseling, including Parenting Classes
- Emergency Preparedness and Response
- Crisis Intervention and Response
- Military and personal career development
- Financial education and counseling
- Relocation assistance
- Transition assistance
- Spouse employment

Who can contact Fleet and Family Support?

- Sailors and family members

Who can Fleet and Family Support Programs support?

- Sailors and family members, particularly spouses and children



Navy-Marine Corps Relief Society

www.nmcrs.org

(800)-654-8364



For more than 100 years, the Navy-Marine Corps Relief Society has been providing financial support to Sailors and Marines and their families in times of need. NMCRS has offices or representatives on most Navy and Marine Corps bases around the country.

Why contact Navy-Marine Corps Relief Society?

- Financial assistance and counseling
- Quick Assist Loan (QAL)
- Education assistance
- Health education and post-combat support, including a Visiting Nurse service

-Budget for Baby

-Emergency travel

-Disaster relief

-Thrift shops

Who can contact Navy-Marine Corps Relief Society?

- Sailors and family members

Who can Navy-Marine Corps Relief Society support?

- Sailors and family members

Naval Center for Combat & Operational Stress Control

<http://www.med.navy.mil/sites/nmcsc/nccosc/Pages/welcome.aspx>

Why visit the Naval Center for Combat & Operational Stress Control (COSC) website?

This website, published by Navy Medicine, provides information and resources for sailors and their families on topics related to resilience and stress control. Under the “Family” tab, parents and spouses will find material focused on deployment and homecoming. There are also articles and videos on resilience-building and stress relief techniques.

Who can access the Navy’s COSC website?

- Sailors and family members

Who can the Navy’s COSC website support

- Sailors and family members, with specific resources for parents of sailors and children of sailors

THE STRESS CONTINUUM MODEL



An explanation of this Stress Continuum Model can be found on the Naval Center for Combat & Operational Stress Control website along with suggestions of how to “get back to green”.

Additional Programs/Websites of Interest

Navy Family Accountability and Assessment System (NFAAS) <https://navyfamily.navy.mil>

- Emergency preparedness and accountability in case of a weather-related or other disaster

Families Over-Coming Under Stress (FOCUS) <http://www.focusproject.org>

- Resiliency training for military families

Real Warriors Campaign <http://realwarriors.net>

- Information and resources related to military resilience and mental health

Department of Defense Safe Helpline <https://safehelpline.org> 1-877-995-5247 (text) 55247

- confidential and anonymous support for Sailors or family members affected by sexual assault

Organizations outside the Department of Defense

American Red Cross <http://www.redcross.org>

- Emergency communication to Sailors
- Financial assistance and deployment support

Military Crisis Line <http://veteranscrisisline.net>

- or call 1 (800) 273-TALK (8255)
- or text 838255
- confidential, 365-days-a-year, 24-hours-a-day crisis line for Sailors and their families

Quick Resiliency & Support References

For counseling:

- Chaplain Care (www.chaplaincare.navy.mil)
- Fleet and Family Services (www.cnic.navy.mil/ffr/family_readiness.html)
- Military OneSource (www.militaryonesource.mil)

For information:

- Military OneSource (www.militaryonesource.mil)
- Naval Services Family Line (www.nsfamilyline.org)
- Navy 311 (www.Navy311.navy.mil)

In a Crisis:

- Chaplain Care (www.chaplaincare.navy.mil)
- Fleet and Family Services (www.cnic.navy.mil/ffr/family_readiness.html)
- Military OneSource (www.militaryonesource.mil)
- Navy & Marine Corps Relief Society (www.nmcrs.org)
- Military Crisis Line (<http://veteranscrisisline.net>)